


**County of San Bernardino
Department of Behavioral Health**

NOAs Issued By The MHP Policy

Effective Date 4/3/03
Revision Date 5/7/07


Allan Rawland, Director

Policy It is the policy of the Department of Behavior Health (DBH) for the Mental Health Plan (MHP) to provide Medi-Cal beneficiaries with a Notice of Action (NOA), in accordance with California Code of Regulations, Title 9, Chapter 11, 1850.210.

Note: Beneficiaries have the right to request a second opinion, make a verbal or written complaint, and/or request a State Fair Hearing in response to any NOA.

Purpose To ensure the issuance of NOAs are in accordance with State regulations and to allow beneficiaries the opportunity to practice their rights in response to a NOA

**NOA- A
Determination of
Medical Necessity** The **NOA-A** is required when the MHP or its providers assesses a Medi-Cal beneficiary and determines that the beneficiary does not meet the medical necessity criteria and as a result, no specialty mental health services will be provided.

**NOA- B
Denial of Services** The **NOA-B** is required when a provider requests payment authorization for a specialty mental health service and the MHP denies, modifies, or defers (beyond timelines) the provider's request and the beneficiary did not receive the service.

**NOA- C
Post-Service
Denials** The **NOA-C** is required when a provider requests payment authorization for a specialty mental health service and the MHP denies or modifies the provider's request and the beneficiary already received the service.

**NOA- D
Delayed
Grievance/Appeal
Decisions** The **NOA-D** is required when the MHP does not provide the resolution of a grievance, appeal, or expedited appeal within the required time frames.

**NOA- E
Lack of Timely** The **NOA-E** is required when the MHP does not provide services in a timely manner according to their own standards for timely services.

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Services

Back of NOA's

The NOA-Back includes information about appeals, expedited appeals, and expedited State Fair Hearings and deletes references to grievances.

Beneficiary Rights

In response to NOA's, the beneficiary has the right to respond in the following ways:

- **Request for a second opinion** – The beneficiary may make a request for a second opinion upon receipt of a NOA.
 - **Make a verbal complaint** – The beneficiary may make a verbal complaint at a DBH clinic in response to a NOA.
 - **File a written grievance** – The beneficiary may file a written grievance at the DBH clinic pertaining to a NOA (see [Beneficiary Grievance and Appeal Policy](#) and [Beneficiary Grievance and Appeal Procedure](#)).
 - **Request a State Fair Hearing** – The beneficiary may request a State Fair Hearing by calling or writing directly to the State Fair Hearing Office.
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